

Interview for Debby Ransom

How long in this position?

Prior work experience?

Please describe your position and work duties?

What type of training did you receive for your current position?

How long was the training?

Do you feel the training adequately prepared you for your current position & if yes how so?

If no – what further needs do you have?

Can you give me three reasons (or more) why did you choose to work in this position?

Are you satisfied with your current work and position – if yes how so?

If no – what would improve your satisfaction?

Do you do the hiring? If yes – what is the hiring criteria?

In what ways do you recognize the work of those you supervise?

In what ways do you provide mentoring and training for those you supervise?

In what ways does your supervisor recognize your work?

In what ways does your supervisor provide mentoring and training?

Do you know where Idaho ranks with other states related to the number of deficiencies cited on a survey? No _____ Yes ____ Where _____

Do you know where Idaho ranks with other states related to the number of resurvey visits? No ____ Yes ____ Where _____

Do you know the results of the December 2015 Employee Satisfaction Survey? No ____ Yes ____

Are you satisfied with the results? Yes ____ No ____ Where do you feel there could be improvements?

What specific results are you satisfied with?

How would you rate staff retention on a scale of 1-5 with 1 being the lowest ranking and 5 being the best? 1 ____ 2 ____ 3 ____ 4 ____ 5 ____

Can you provide me with your rationale or other information for this rating?

With regards to turnover – are exit interviews conducted? Have you trended the data and if so what are the reasons they give for leaving?

Please take a look at the following metrics (Idaho Citations Overall and Idaho G Citations as compared to nation and other States), I am interested in knowing what your thoughts are?

Please summarize for me how appendix P – the survey tasks – are operationalized in Idaho – Average time?

Please summarize for me how revisits and survey tasks related to revisits are operationalized in Idaho – Average time?

Do you think an increasing amount of citations are evidence of a surveyor's ability? Yes___ No___ How so?

Why do you think Idaho ranks so high in revisits?

In spite of all the metrics we discussed today, do you feel the citizens of Idaho are being well cared for in the facilities you have visited? Yes___ No___ Your rationale?

What improvements can be made in care and services if any? None___ Improvements:

Do you personally feel you are appreciated and cared for as an employee of this organization? Yes___ No___ What improvements can be made

Describe the employee grievance process

Have you had a grievance. No___ Yes___ Was it handled to your satisfaction? Yes___ No___ Do you care to elaborate?

Please walk me through how metrics are utilized to improve the quality of the work of this organization (such as employee satisfaction results and other metrics, who is part of quality improvement, how often do you meet).

I have December 2015 employee satisfaction survey result and I have some questions I am hoping someone can help with:

- What does “engagement” measure – is that just the number of respondents to the survey?_____
- What analysis was performed of the data and what actions were taken especially in the areas that fell below 90%?
- Who responded? Is it all positions within the entire division?

- How often is the employee satisfaction survey done? Is it performed with new employees after a certain time?

Do you have any questions of me?

Additional Info (involvement in QA, and human resources):